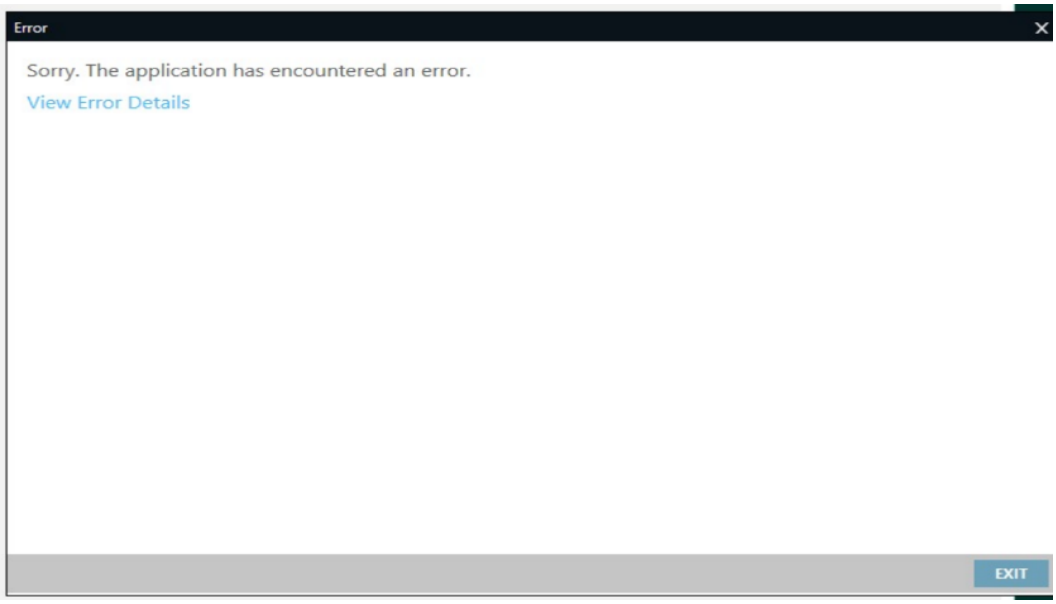
How to Resolve Travelport SmartPoint Encounter Error (Step-by-Step Guide)



This guide explains why the Travelport SmartPoint error happens and how to fix it in simple steps.

Why Does This Error Happen?

1. Travelport SmartPoint is Open More Than Once Sometimes the application is opened multiple times, and some processes keep running in the background through Task Manager.
2. Slow or Unstable Internet Connection

When using entries such as:

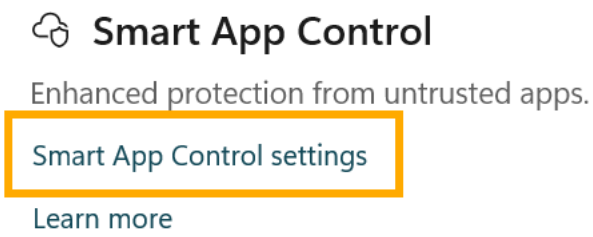
- FS Entry: `FSCMB25AUGDXB`
- Availability Entry: `A25AUGCMBDXB`

a slow or unstable internet connection can cause the system to freeze or show the above-mentioned errors

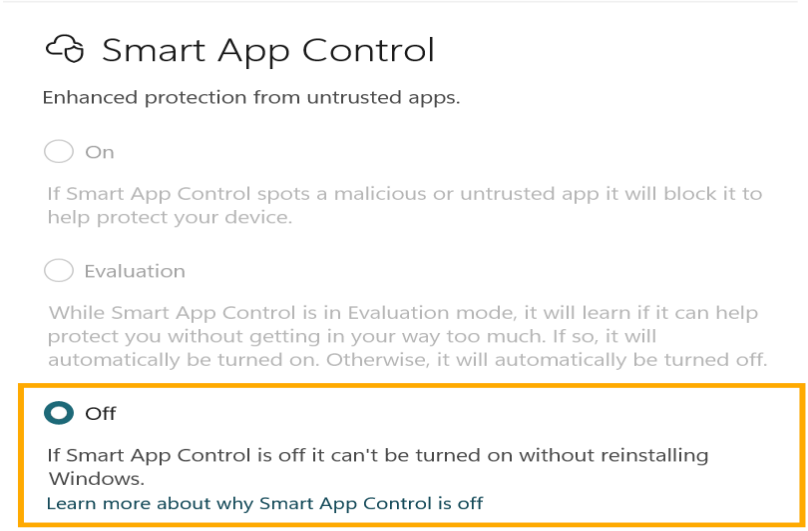
Solutions

If using Windows 11 on your device, please make sure to do the below mentioned process

1. Go to Windows Security
2. Click on App & browser control
3. Click on Smart App Control Settings



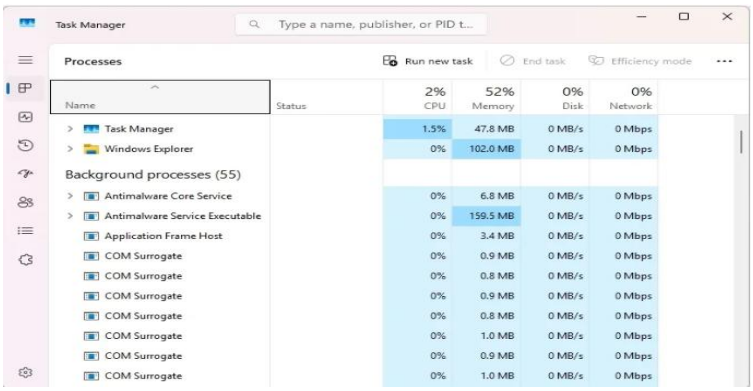
4. Please make sure to keep the mentioned option Off



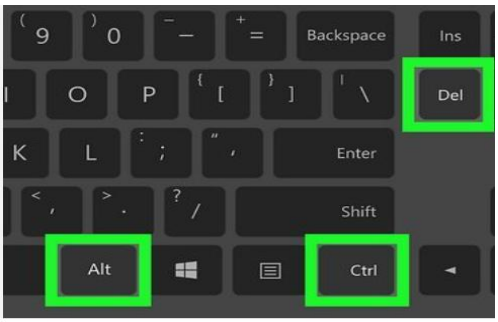
5. Please Close Galileo SmartPoint & open task manager / if you are unable to close the Travelport SmartPoint application restart the device (PC or Laptop)

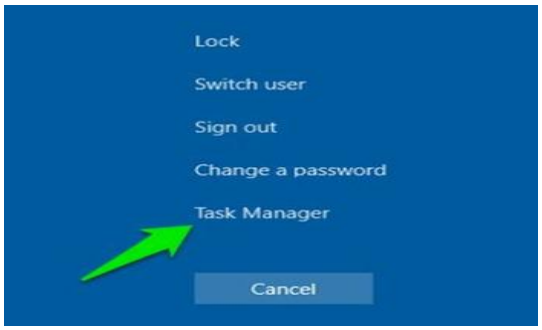
How to Open the Task Manager Press Ctrl + Shift + Esc on your keyboard

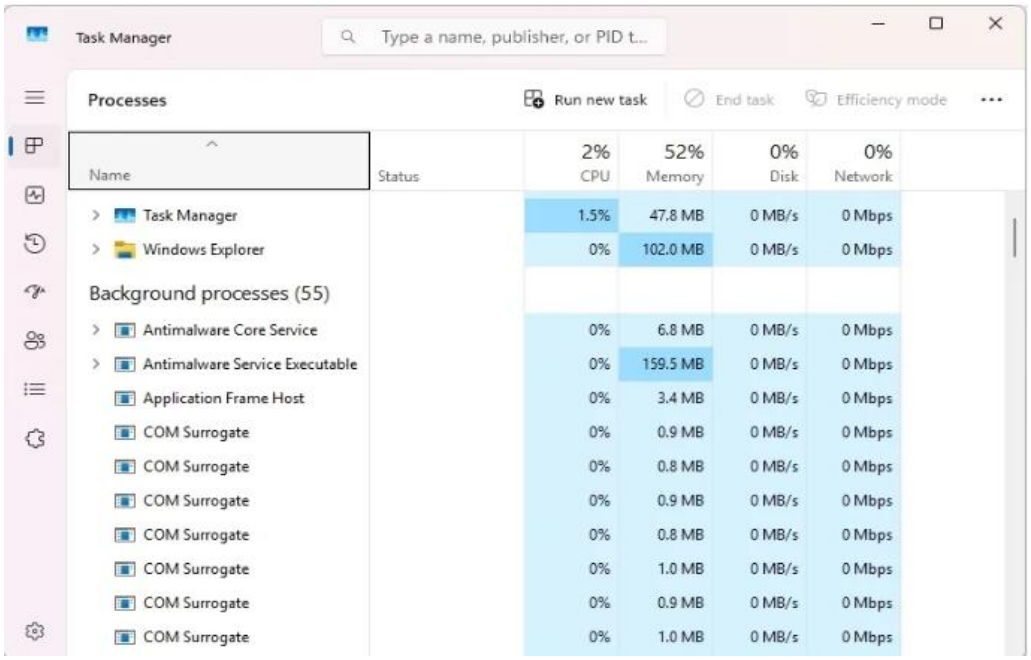




Or Press Ctrl + Alt + Delete ----- Click on the Task Manager – The Task Manger box will display







6: End Running SmartPoint Processes

Go to the Details tab in Task Manager.

Check if these applications are running:

- viewpoint.exe
- viewpointListner.exe
- Travelport.SmartPoint.App.exe

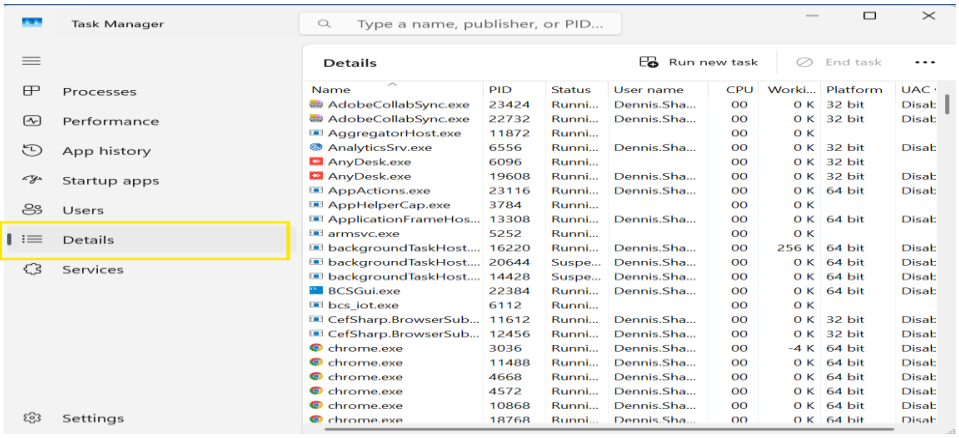
If they are running:

Do This for Each One:

1. Select the application
2. Right-click on it
3. Click End Task
4. Click End Process if prompted

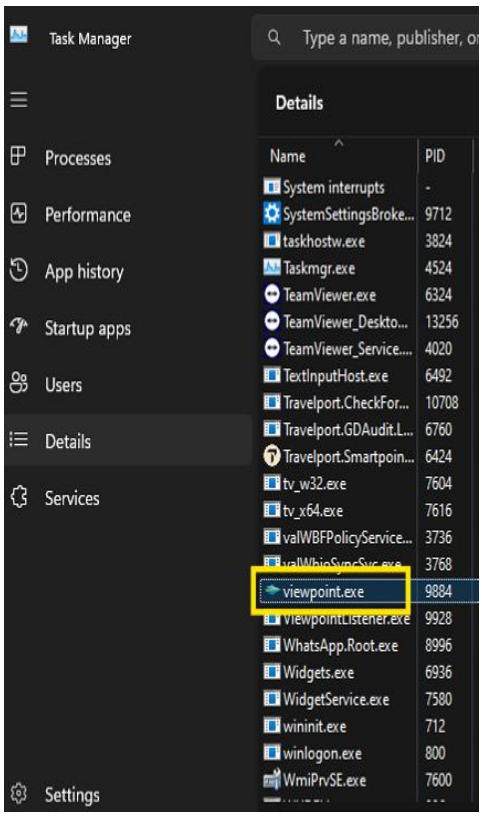
1

Go to details tab



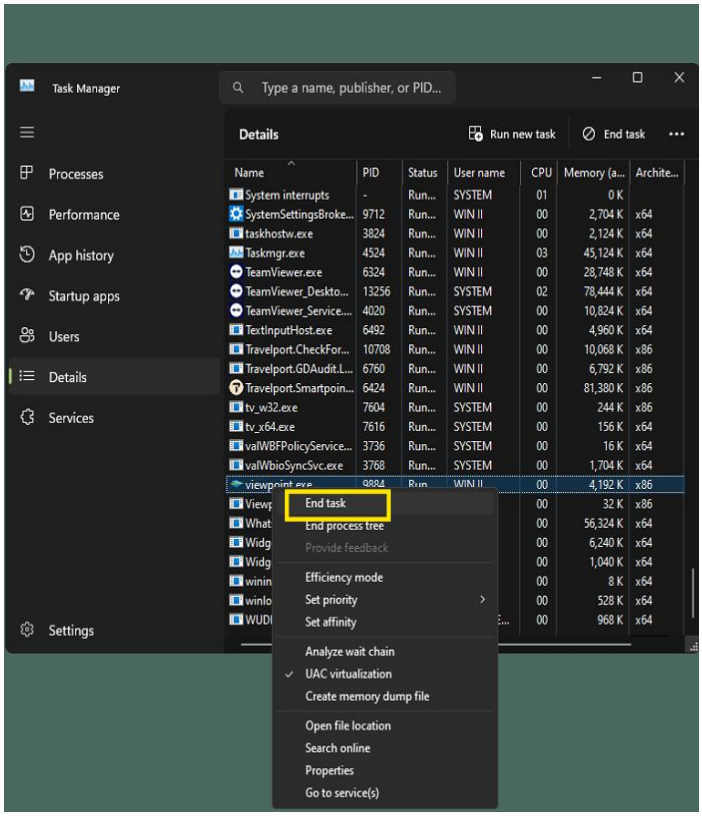
2

Click on the Viewpoint.exe



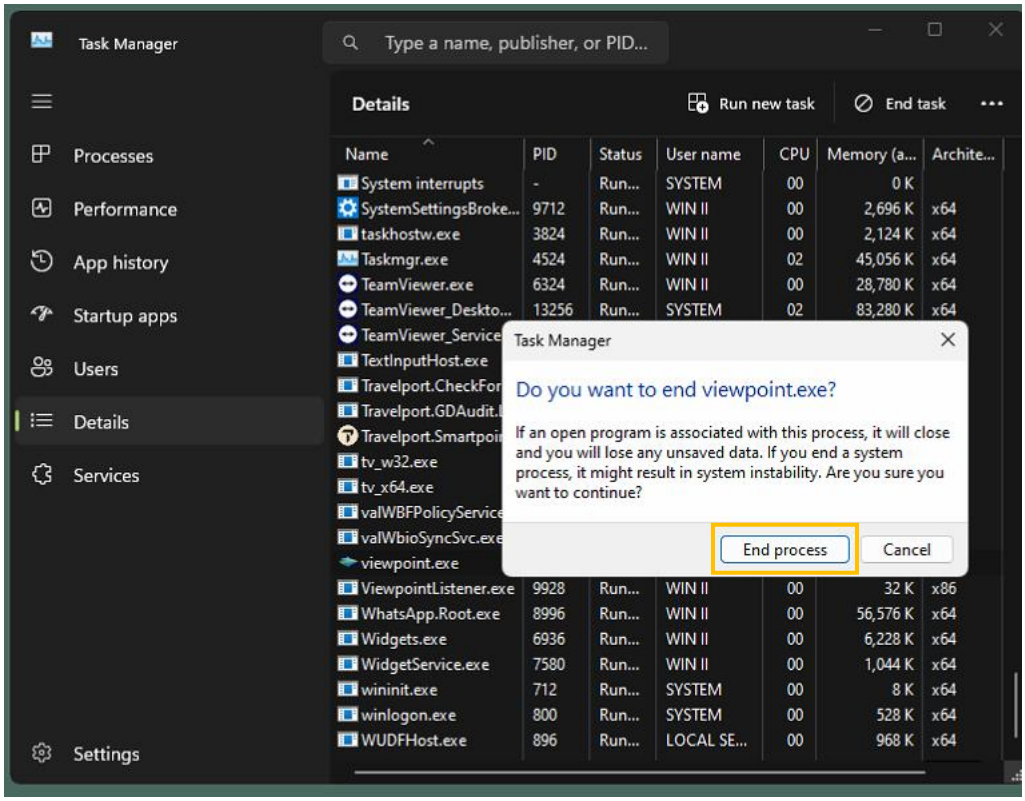
3

Now right click and click on End Task

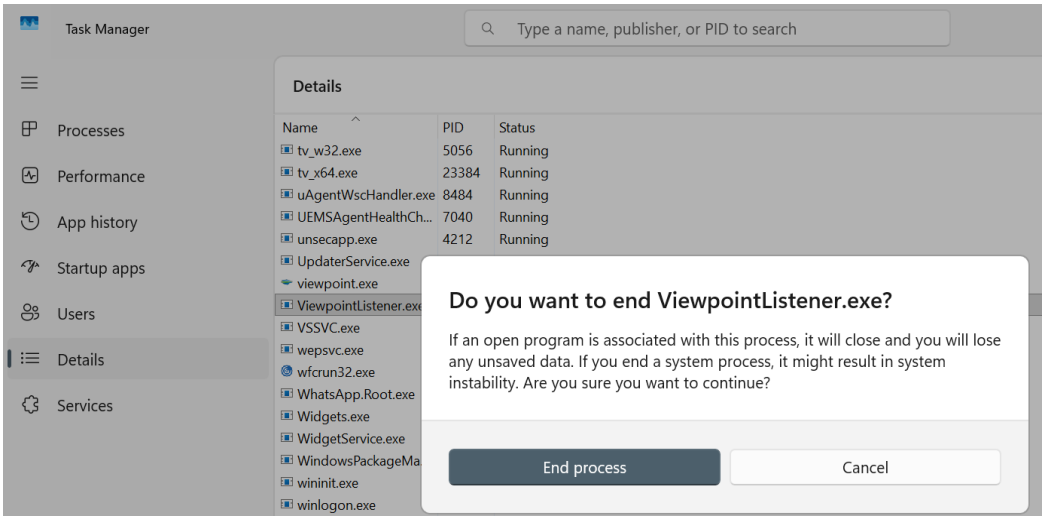


4

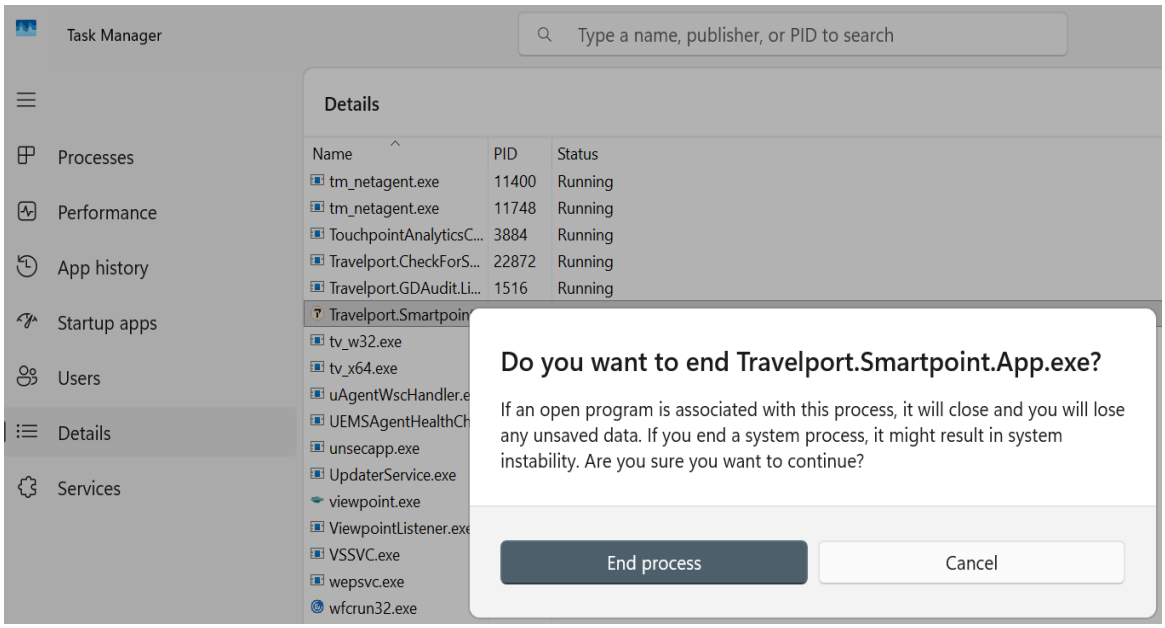
Click on End Process



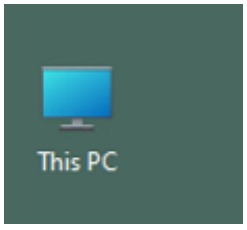
Next select the viewpointListner.exe now right click and End task the applications running application

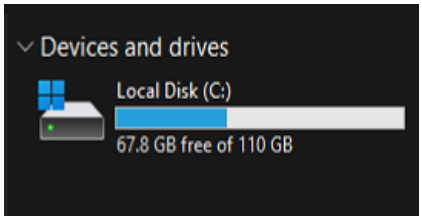


Next select the Travelport.Smartpoint.App.exe now right click and End task Click on End Process close the Task Manager

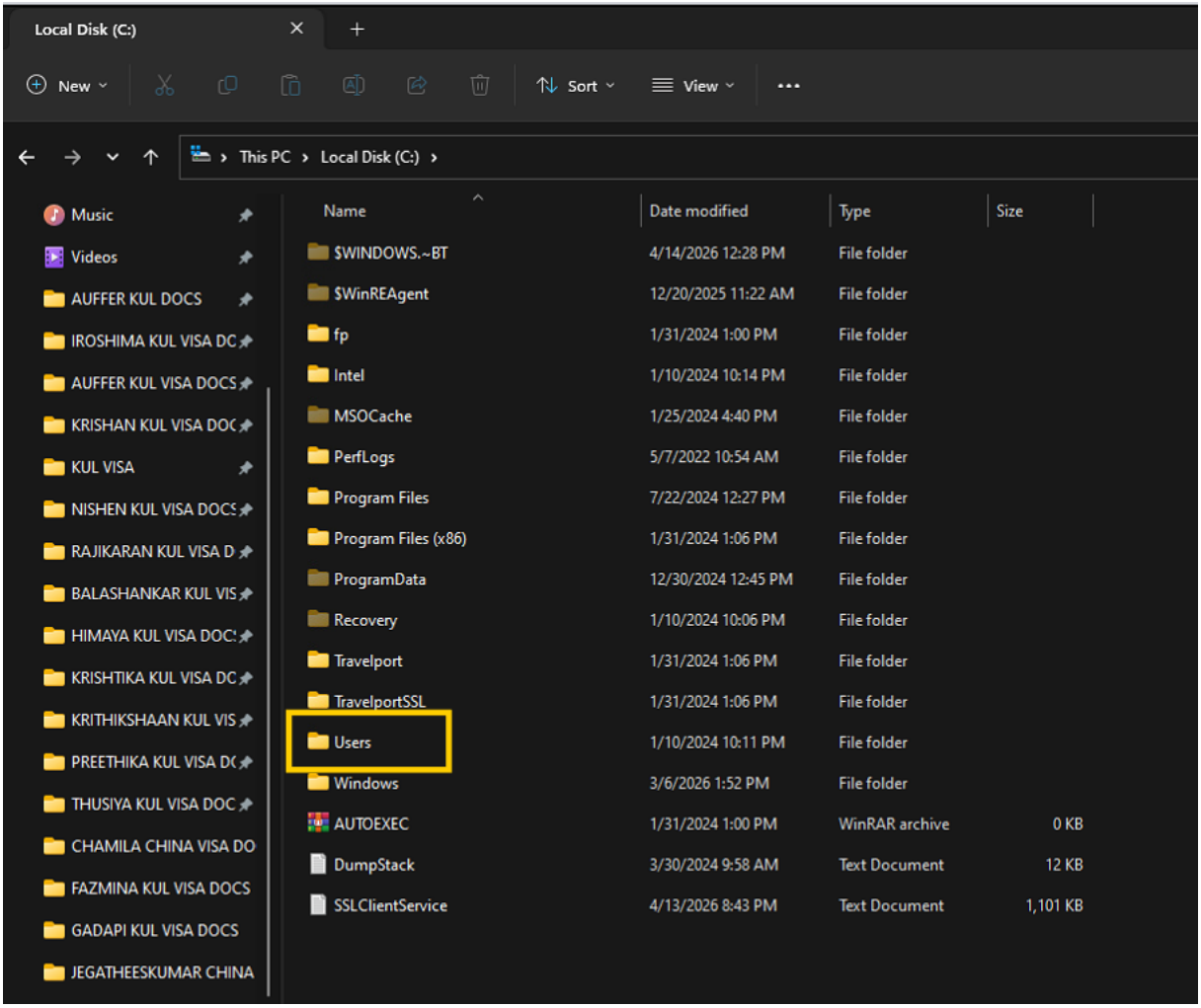


7: Next Open This PC ---------- Open the Local Disk (C:) or (windows)

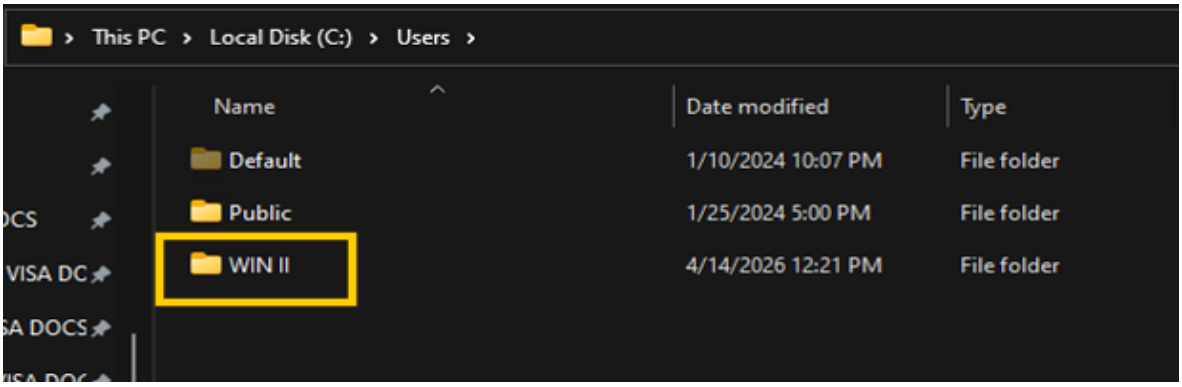




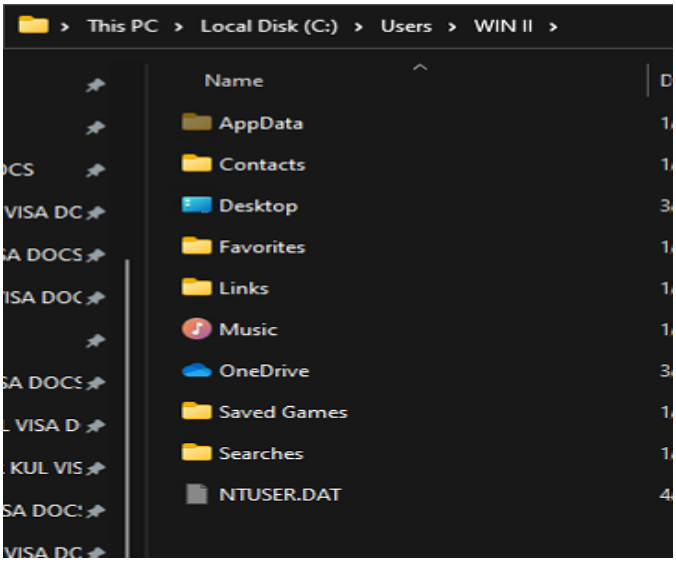
Open the Users Folder



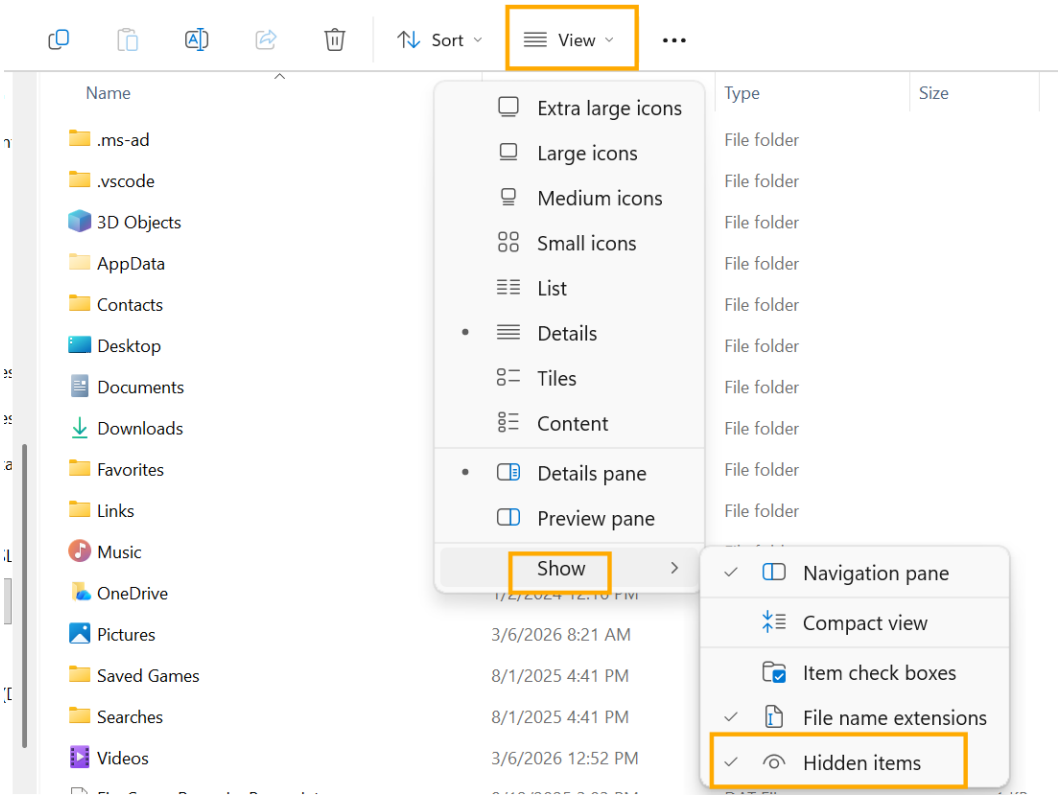
Open your Profile name folder (James / Dell / Admin/User) this may change according to your user Profile name



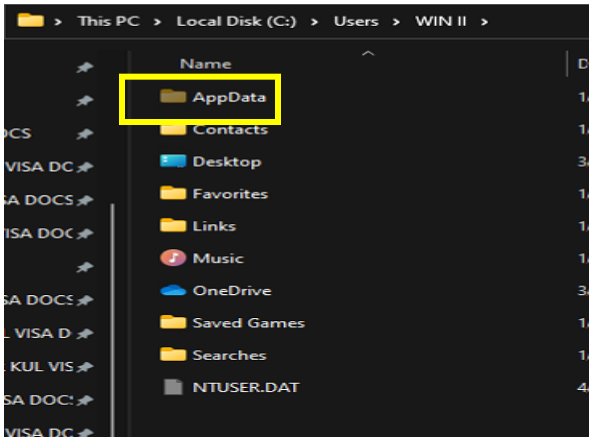
Now open the App data folder ----- if this folder is not visible follow the below steps

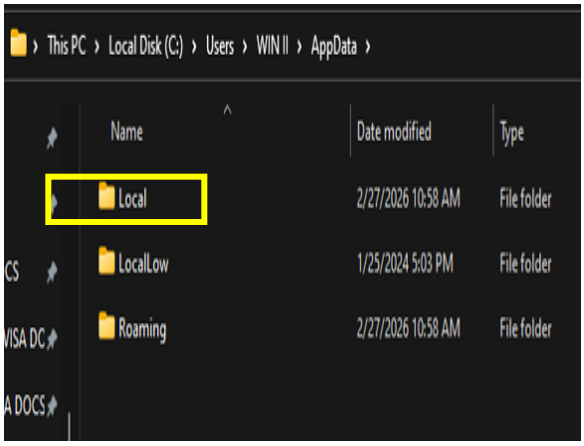


Go to View ---- click on Show ---- next click on the Hidden Items

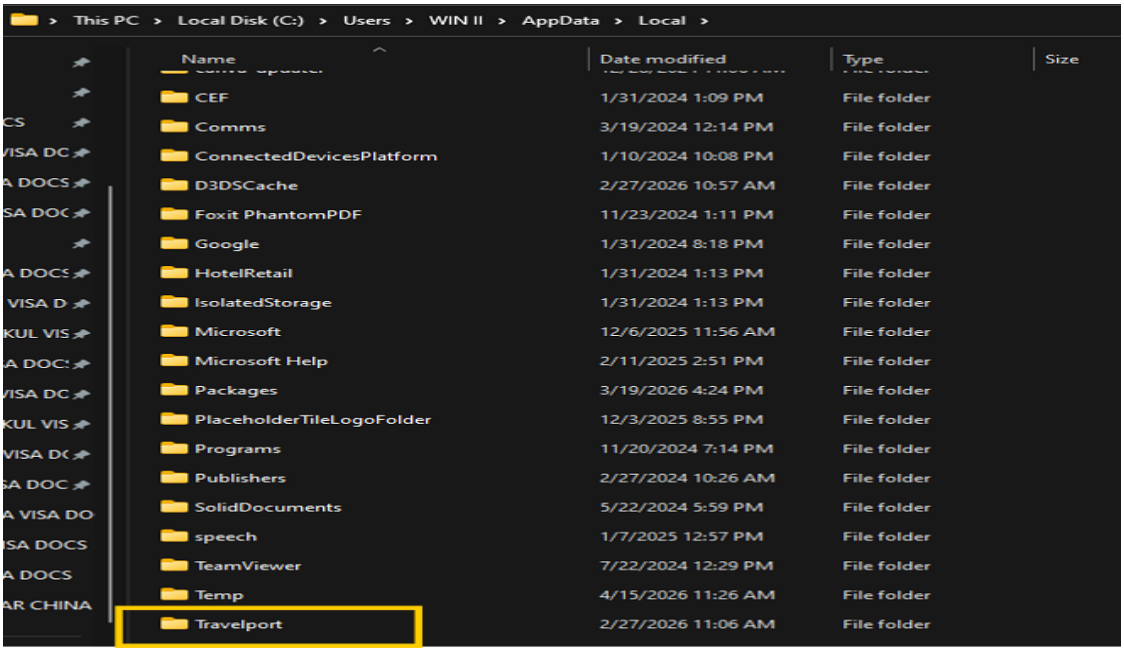


Now the AppData folder is visible ---- Open the AppData Folder ---- Go to Local Folder

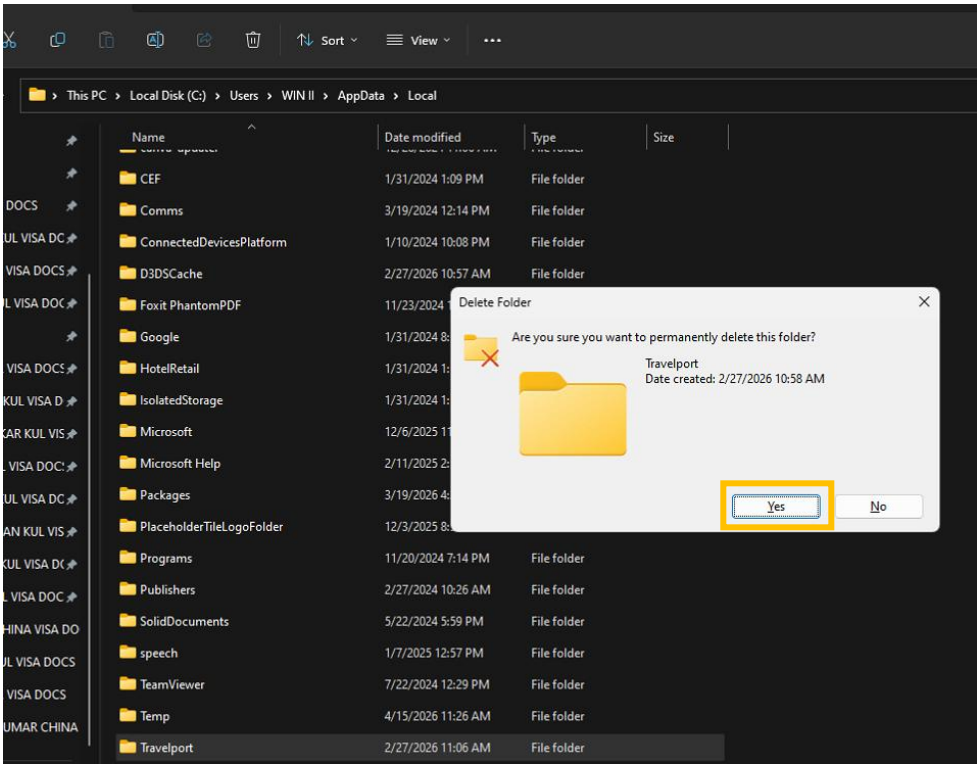




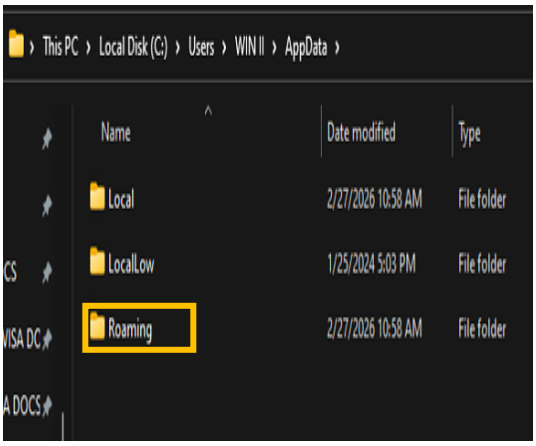
Delete the **Travelport** folder pressing Shift + Delete 

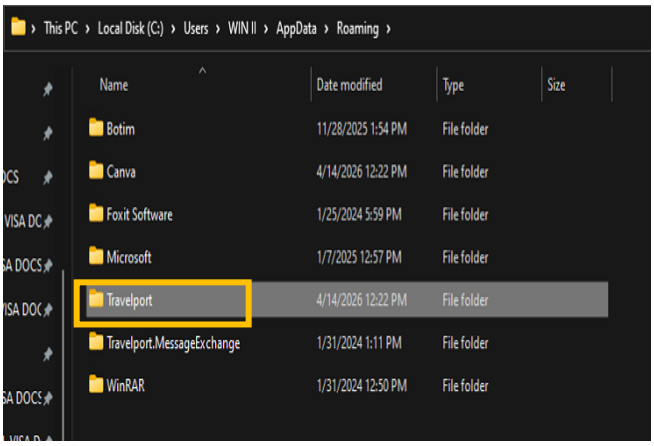


Are you sure you want to premanetly delete this folder? Click **YES**



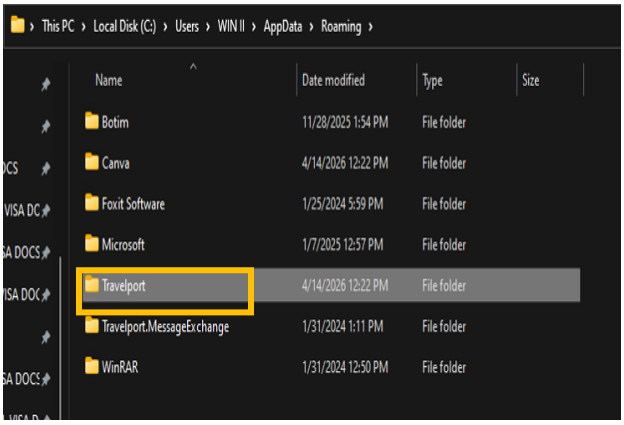
Next go back to AppData ----- Open the Roaming Folder

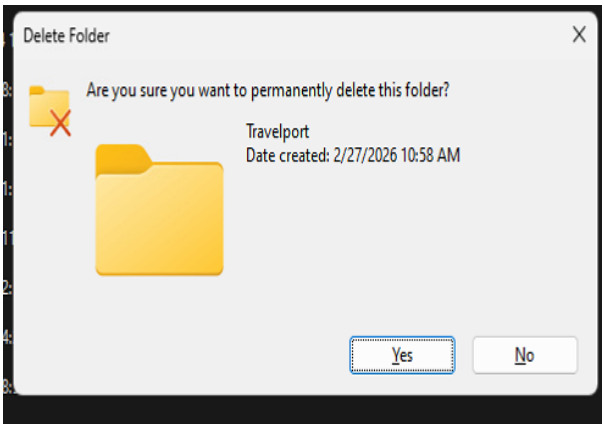




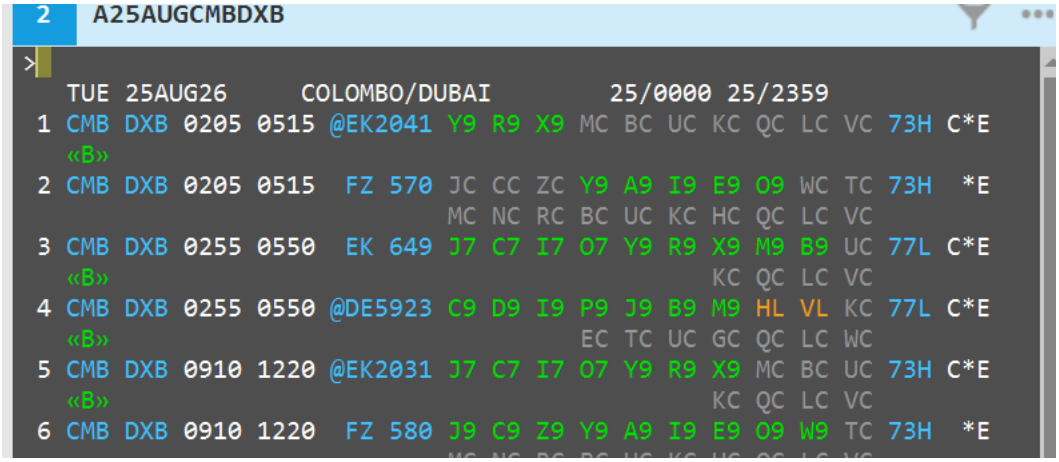
Delete the **Travelport** folder pressing Shift + Delete 

Are you sure you want to premanetly delete this folder? Click **YES**





Now close everything and open the Travelport SmartPoint application and try a FS entry or Availability entry



---- Congrats the Issue is sorted now ----